

Job Description – Community Support Team Manager

Reports to:	Care & Support Services Operations Manager
Accountable to:	Clinical Services Director
Responsible for:	Community Support Team multidisciplinary staff and volunteers
Key Relationships	Ward Manager Head of Education and Outreach Quality and Service Development Lead Consultant in Palliative Medicine Hospice Advanced Practitioners: Nursing Independent Living Supporting People Clinical Admin Lead
Location:	Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY
Job Purpose:	Provide effective operational leadership and management to community support team multidisciplinary staff and volunteers to ensure effective use of resources and time, maintaining quality and safety. Promoting high performance both individually and as a team to achieve the hospice's aim of <i>making living with dying better, for more people in our community</i>

Key Responsibilities:

Be accountable for the day to day management of the Community Support Team ensuring the appropriate staffing and skill mix is in place for 'In hours' and 'Out of Hours' care and support:

1. Work with the Clinical Administrative Lead and Ward Manager to oversee the development of a one team electronic roster.
2. Be accountable for the safe staffing of the Community Support Team:
 - Oversee the planning of the roster ensuring it is provided 3 months in advance
 - Ensure appropriate skill mix through flexible deployment of staff
 - Anticipate problems with duty roster and take appropriate action to maintain appropriate staffing levels
 - Proactively raise any concerns to senior management
3. Be proactive in the recruitment, induction and retention of staff and volunteers.

4. Work with the Ward Manager on a daily basis to ensure resource deployment is consistent across both areas and to ensure continuity of care to patients and their families.
5. Undertake the management of sickness, absence and performance issues escalating to Senior Management as appropriate.
6. Monitor the responsiveness of team and standards of care and advice delivered by team through direct and indirect methods, to develop service improvement actions

Provide effective leadership and management to staff and volunteers

1. Ensure the hospice community support service is delivered to a high quality standard, is responsive to need whilst maintaining safety for patients and staff
2. Provide comprehensive operational management to the Community Support Team to include:
 - Effective resource management and workload planning to establish urgent same day service alongside the ongoing support service to community patients
 - Responsive action and contingency plan delivery in times of staff absence
 - Annual leave planning whilst maintaining service provision
 - Coordination and effective allocation of volunteer support
 - Ensure effective planning of resources to release staff for mandatory and statutory training 121's and appraisals and to enable personal development opportunities for staff including attendance at non mandatory training, 'Bite Size' sessions and Journal club
3. Chair regular team meetings, where reflective practice, service improvement and service provision are at the forefront of the agenda
4. Leading by example, foster an environment whereby change is embraced and staff are encouraged to come forward with new ideas and methods of working
5. Continually review service provision in line with budget to secure cost effective working, escalating any issues to senior management.
6. Supervise and participate in the induction of all new staff
7. Play an active role in the development and maintenance of good relationships with all who have business with the Hospice.

Ensure the delivery of person centred holistic care which is assessed, planned and reviewed and promotes choice and control

1. Provide leadership that promotes patients and families/carers as partners in care.
2. Work with Advanced Practitioners to develop a programme of learning to ensure contemporary clinical processes deliver exemplary care.
3. Work with Advanced Practitioners to review and develop an effective case management process.
4. Participate in weekly MDT meetings ensuring effective planning and communication of patient and family expectations/outcomes whilst in the care of the Community Support Team.

Be accountable for setting, monitoring and maintaining agreed professional and care standards which are reflected in practice in the community

1. Lead on risk management and incident reporting to foster a learning culture within the community environment.
2. Ensure the appropriate completion of documentation by all staff and ensure all clinical incidents and complaints are investigated in a timely way and subsequent changes to practice are implemented.
3. Ensure that all clinical documentation is completed in line with NMC and other professional guidance and confidentiality is maintained using Caldicott principles.

4. Support the Quality Lead and clinicians with audit in the community environment and implement any recommendations or actions identified to make improvements.
5. Actively engage in Quality Assurance initiatives.
6. Ensure the appropriate management and administration of medications in accordance with NMC standards and Hospice policy.
7. Ensure the team are compliant with the required competencies to fulfil their role.
8. Be responsible for ensuring the community team is compliant with CQC standards.

Support and manage the changing nature of the community service to deliver the Hospice Strategy: clinical care, community partnership and education

1. Promote a multi-disciplinary one team environment in which care and support follow the patient.
2. Ensure that members of the community support team are proactively engaged with the education team and deliver education as a key part of their role
3. Work with Hospice Advanced Practitioners to promote 'Independent Living' principles for patients in the community
4. Keep up to date and share knowledge of contemporary practice in palliative care and the wider care agenda such as partners in care, health promotion, self management and choice and control.
5. Support the development of a link practitioner programme:
 - a. Identify new opportunities for link practitioner input
 - b. Provide guidance to link practitioners
 - c. Support the implementation of changes in practice as recommended by link practitioners.
6. Foster and support a learning environment that promotes supervision and mentorship to all staff and volunteers.
7. Develop and implement effective communication systems with staff and volunteers taking into account the one team approach.

Other

Perform any other duties when required demonstrating flexibility and support as delegated by the, Clinical Services Director, Operations Manager and Quality Lead.

Special Features of the job

- Responsible for the rostering of staff, may at times self roster to work on out of hours shifts.
- May at times be required to work in other clinical settings such as the inpatient unit or day therapy
- The post holder must at all times respect confidentiality and in particular the confidentiality of personal data stored, in line with the requirements of the Data Protection Act.
- The post holder is expected to actively promote and implement the equal opportunities policies and procedures
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act 1974 and to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions. Identify and report, as necessary, any untoward accident, incident or potentially hazardous environment.

Personal Development

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.

- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Recognise indications of staff stress and facilitate staff support.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

Governance

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

General

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Learning & Development Policy
Disciplinary Policy
Health and Safety Policy

Job Description dated: October2016